

Amendment to the Claims

This listing of claims will replace all prior versions and listings of claims in the application:

1 – 31 cancelled.

32. (currently amended) A global service management system for managing a plurality of service control points (SCPs) in a telecommunications network, the global service management system comprising:

a message receiving means for receiving a message for controlling two or more SCPs of the plurality of SCPs;

a first translating means for translating at least a portion of the message to a first vendor-specific format of a first SCP of the two or more SCPs in the telecommunication network; and

a second translating means for translating at least a portion of the message to a second vendor-specific format of a second SCP of the two or more SCPs, wherein the second translating means is different from the first translating means;

business object means for processing the message at a time when the message requests system modifications, the time of the message request being at a future date and time; and

units of work means for communicating with the message receiving means and with one or more business object means for processing the message at the future date and time.

33. (previously presented) The global service management system of claim 32 wherein the message receiving means comprises:

audio response means for receiving messages from a telecommunication services subscriber at a telephone.

34. (previously presented) The global service management system of claim 32 wherein the message receiving means comprises:

means for receiving messages from an automated provisioning system.

35. (previously presented) The global service management system of claim 32 wherein the message receiving means comprises:

means for receiving messages from an internal provisioning computer, the messages being prepared in response to customer questioning.

36. (previously presented) The global service management system of claim 32 wherein the message receiving means comprises:

means for receiving messages from the Internet.

37. (cancelled).

38. (currently amended) The global service management system of claim 32 ~~37~~ further comprising:

a first network element manager associated with the first SCP;

a second network element manager associated with the second SCP; and

network element manager means for managing translation of the message processed by the business object means in to the second vendor-specific format.

39. (previously presented) The global service management system of claim 38 wherein the network element manager means comprises:

means for translating messages from a network element manager to a format of the business object means.

40. (currently amended) A data processing method in a telecommunications network,
the method comprising:

receiving a request for networking information retrieval at a global service management

system which is in communication with service control points (SCPs) in the
telecommunications network, the SCPs being of two or more vendors;

determining if the requested network information is stored at the global service
management system;

if the requested network information is not stored at the global service management
system, determining which SCP stores the requested network information;

providing the requested network information to a network element adaptor; ~~and~~

at the network element adaptor, translating the requested network information to a
vendor-specific format required by the SCP which stores the requested network
information, the request including a message request for performing a requested
operation at an indicated future data and time.

41. (previously presented) The data processing method of claim 40 further
comprising:

receiving a reply from the SCP which stores the requested network information in
response to the message; and

reverse translating the reply from the format required by the SCP which stores the
requested network information.

42. (previously presented) The data processing method of claim 41 wherein reverse
translating the reply comprises:

providing portions of a request message to a reverse translation data base; and receiving

reverse translated portions from the reverse translation database.

43. (previously presented) The data processing method of claim 40 wherein translating the requested network information comprises:
- providing portions of a request message to a translation data base; and
 - receiving translated portions from the translation database.